

Violation of these rules could result in loss of riding privileges. In addition, several rules must be observed:

- All passengers are required to wear seatbelts. All wheelchairs and passengers are to be properly secured at all times. Passengers that are not properly secured will not be transported.
- Unsafe behavior or destruction of service property will be cause for immediate expulsion from the vehicle.
- Eating, drinking, smoking, or playing of loud music is not allowed.
- Tipping of drivers is not permitted.

## ***What Is The MVRTA?***

The Merrimack Valley Regional Transit Authority (MVRTA) is a public transportation agency established under the Massachusetts General Law Chapter 161B. Member cities and towns of the MVRTA are: Amesbury, Andover, Boxford, Georgetown, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newbury, Newburyport, North Andover, Rowley, Salisbury, and West Newbury. The MVRTA provides fixed route bus service, senior and disabled transportation service, commuter van service, and commuter bus service to Boston.

We hope you will enjoy this service.  
Let us know if you have any questions,  
suggestions or concerns, contact:

**Office of Special Services**  
**85 Railroad Avenue**  
**Haverhill, MA 01835**

**(978) 469-6878**  
*option 3*

*[specialservices@mvrta.com](mailto:specialservices@mvrta.com)*

**Schedule & Route Information:**  
**(978) 469-6878**  
**[www.mvrta.com](http://www.mvrta.com)**

The Merrimack Valley  
Regional Transit  
Authority Announces

# ***West Newbury Ring & Ride***

## ***What is Ring & Ride?***

Ring & Ride is a curb-to-curb transportation service for all residents of West Newbury. The Merrimack Valley Regional Transit Authority and the Town of West Newbury fund the service.

## ***Who Provides Ring & Ride?***

The Merrimack Valley Regional Transit Authority provides this service through its operating company using wheelchair lift-equipped MVRTA vehicles.

# **MVRTA**

*Effective December 20, 2004*

## ***What Trips Can I Take On Ring & Ride?***

You can use this service in a variety of ways. Whether you are commuting to and from work, going shopping, visiting friends, going to a medical appointment Ring & Ride is there for you.

## ***Where Can I Go With Ring & Ride?***

This service will allow all residents of West Newbury to commute within West Newbury with additional service to Amesbury including the dialysis center (24 Morrill Place), Newburyport, Groveland, Haverhill, and Holy Family Hospital in Methuen. This service will also allow you to connect to the MVRTA fixed route bus system in Haverhill.

## ***When Does Ring & Ride Operate?***

Ring & Ride operates from 5AM - 7PM Monday through Friday, and 9AM - 6PM on Saturdays. Service is not available on Sundays or holidays.

## ***When And How Do I Reserve A Seat?***

For weekday reservations, please call 978-469-6878 option 3 between 8:00 am and 4:30 pm Monday through Friday at least 24 hours prior to service.

When you call, be prepared to provide the following information:

- Your name
- Your home, or work phone number, or cell phone number (if you have one)
- Your exact street address and requested pickup time.
- Your exact drop off location and drop off time.

Ring & Ride is a shared ride service intended to accommodate as many customers per trip, as safely and effectively as possible. Please be ready to board the MVRTA vehicle at least 15 minutes prior to and up to 15 minutes after your scheduled trip (referred to as the 30-minute window). Severe weather or traffic conditions and changing schedules may result in the vehicle arriving 15 minutes earlier or later than expected. Upon arriving at your stop, the driver is permitted to wait no longer than five (5) minutes for you to board the vehicle.

## ***How Do I Cancel My Ride?***

You must call at least one hour in advance on Monday through Friday between 8:00 a.m. and 4:30 p.m. Saturday reservations must be cancelled before Friday at 4:30 p.m. Please call 978-469-6878 option 3. You may also cancel your trip for a Monday anytime during the preceding Saturday or Sunday by leaving a message on the voicemail at 978-469-6878 option 3.

## ***What Does Ring & Ride Cost?***

The fare is \$2.00 each way. You can pay \$2.00 cash when boarding the MVRTA vehicle. A 10-Ride Ticket Book for \$20.00 is also available from the MVRTA Office of Special Services.

## ***What Else Do I Need To Know About The Service?***

There are no special identification cards needed to use Ring & Ride. Although rules may seem unnecessary for responsible adults, it is possible that a Ring & Ride customer may occasionally fail to observe several rules of etiquette. Therefore, in order to make this shared ride service convenient for all customers, the policy for No Shows, Late Cancellations and Incorrect Addresses is as follows:

- **No Show:** This occurs when the MVRTA vehicle arrives at the specified location within the thirty-minute window and the passenger is not ready or does not take the scheduled trip.
- **Late Cancellation:** This occurs when a passenger fails to notify the MVRTA Office of Special Services of a cancellation at least sixty minutes prior to the scheduled pick-up time.
- **Incorrect Address:** This occurs when a passenger has given the MVRTA Office of Special Services the incorrect pick-up or drop-off address, or if no notice has been given of an address change.